

Cliqbook Tips

- Cliqbook uses pop up windows for certain parts of the booking process, while in Cliqbook you will want to allow your pop-ups.
- Please review your online Cliqbook profile for accuracy and anything needing to be updated. Once all updates are made, you only have to click the save button once.
- Cliqbook will show you unused non-refundable tickets you have on file. To refresh your list of unused tickets, click on the profile link in the header bar and click save in your profile. The list will also refresh when you start an air search.
- When the air search page comes back with results, some cities have co-airports (ex.JFK,LaGuardia,Newark). To see all cities, use the filter boxes on the right-hand side of the page by checking and un-checking what you wish to view.
- The yellow seats listed on the seat maps are for preferred frequent flyer status travelers. If you are not a preferred member on that carrier and you select one of these seats, the system will remove you from the seat.
- When looking at hotels, always click and read the **Rate Details/ Cancellation policy**. This area will advise of any rate changes during your stay and the cancellation policy of the rate you are booking. This is the only spot to read these details on the site.
- Watch for restricted hotel rates, non-refundable,advance purchase and cancel fees apply type rates. On Cliqbook, once you select the hotel with the “RESERVE” button, you have just reserved your hotel room and guaranteed or deposited it with the credit card you have on file.
- If you have selected the “hold trip” option, this will hold the reservation in the GDS computer system. Within 24hrs if you have not gone back online and purchased it will auto-cancel
- When a trip is held on Cliqbook, it must be cancelled or confirmed via Cliqbook. The agents will not be able to manually process this for you.